

A woman and a man are sitting at a table, looking at a tablet together. The woman is on the left, smiling, and the man is on the right, wearing glasses and pointing at the screen. There are some items on the table, like a glass and a cup. The background shows a shelf with some plants and books. The entire image has a pinkish-red tint.

# Pension Services

NHS Shared Business Services offers a simple, flexible and robust way to manage your NHS Pension needs, delivering savings on paper-based alternatives.

Shared vision. **Better together**

**NHS**

Shared Business Services

# NHS Pension Services

**Our NHS Pension Scheme guidance and support delivers expertise and efficiencies to NHS organisations and their workforces that may not be available in-house.**

Partnering with some of the largest forward-thinking NHS organisations, our expert team offers specialist knowledge and support to NHS employees, helping to quickly resolve enquiries on retirement, ill health, redundancy and death in service benefits.

Our scope, scalability and subject matter expertise makes us perfect partners to focus on supporting NHS workforces so that employees can focus on other, more important tasks. Our experience and expertise means we understand the NHS landscape and are aligned to NHS strategies to reduce risk and minimise investment burden. We also share a common goal in that we aim to improve quality and efficiency.

We are **ISAE3402** and **ISO9001** accredited, with robust processes and controls in place.



**Over a year, our experienced and dedicated Pensions team...**



- administer over **200,000** pension records



- submit approximately **4000** retirement applications



- issue **5000** pension benefit statements and estimates



- process over **5500** pension refunds



- issue over **400** Ill Health Retirement applications

# Our Services

**Our support goes beyond the standard and includes a full end-to-end bespoke service, depending on our clients' requirements. We also provide pre-retirement presentations, surgeries and one-to-one support to employees in preparing for retirement.**

## Basic Package

- Retirement process
- Death in Service process
- Redundancy estimates
- Issuing Transfer In paperwork
- Protection of Pensionable Pay
- Career break
- Ill Health Retirement (including serious ill health)
- Greenbury Project support
- Pension estimates
- Pension refunds
- Pensions on divorce
- Additional Pension AVC
- Data cleansing via Pensions Online
- Regular NHS Pension Scheme communication

## Additional Services

- Opt-outs
- Auto/re-enrolment process
- Administering alternative schemes
- Re-employed pensioner forms
- Annual tiered contribution process

We also offer one off projects on data cleansing – if your pensions online data is challenging, NHS SBS will cleanse for a one off fee.

## Our Support

- Monthly pre-retirement webinars (every third webinar is held out of office hours (6pm))
- Monthly NHS Pension Scheme webinars
- Auto enrolment webinars for HR/finance staff
- On-site pre-retirement presentations
- Overview of the NHS Pension Schemes
- Drop-in sessions and pre-booked one-to-one appointments
- Escalation point for HR/finance managers

## From Transactional to Transformational

NHS SBS continues to add real and increasing value to its workforce solutions so that its clients can transfer their investment and resource focus from repetitive, transactional work to transformational projects and frontline patient care. This eliminates paper-based processes and tasks.



# What Our Clients Say

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Their knowledge and advice has provided significant help to staff and managers. Each query is managed in a timely manner with projected responses adhered to. Their knowledge of the complexity of NHS pensions enables them to offer the guidance to resolve and prevent problems. I would strongly recommend the service to others.

**Adrian Howes**  
**Norfolk and Norwich University**  
**Hospitals NHS Foundation Trust**

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The SBS team offers a one stop shop for all pension issues, advising on pension refunds to more complex issues around ill health retirement. They liaise directly with NHS Pensions on behalf of the Trust and ensure the Trust understands what's happening.

**Tina Harris**  
**Barking, Havering and Redbridge**  
**University Hospitals NHS Trust**

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In my experience, employees do not think anywhere near enough about the whole retirement process or indeed how they are going to manage on the funds they will have, so the support NHS SBS's Pension Service produces really adds value.

**Lee Adams**  
**Royal National Orthopaedic**  
**Hospital NHS Trust**

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# Why NHS SBS Employment Services

Our solutions are designed specifically for the NHS and its employees, adding value in the areas which really matter – enabling the NHS to recruit, retain and support the very best employees to provide outstanding levels of frontline patient service whilst driving down costs and streamlining processes.

# Why NHS Shared Business Services

Set up by the Department of Health and Social Care as the national provider of back office service, NHS Shared Business Services delivers leading-edge finance and accounting, procurement and employment services solutions to the rest of the NHS family. We work with 100% of commissioners and around 40% of providers, managing billions of pounds of NHS money, processing millions of transactions, and paying hundreds of thousands of NHS employees. This scale and scope means we have unparalleled specialist expertise and can deliver a minimum 20% cost savings compared with in-house service management.

We invest continually in corporate services on behalf of our clients to provide them with faster and more accurate ways of working, enabling their organisations to save time and money, so they can focus on the delivery of world-class patient care.

**[www.sbs.nhs.uk](http://www.sbs.nhs.uk)**

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For any queries on our employment services, please contact us on:

**02380 711 000**

**[sbs.employmentservices.enquiries@nhs.net](mailto:sbs.employmentservices.enquiries@nhs.net)**



Shared Business Services